Job Title: Customer Service Representative II

Department: Finance

Immediate

Supervisor: Customer Service Supervisor

Origination Date:	11/06/2008
Revision Date:	07/01/2012
Job Grade	803
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

This position will have frequent contact with the City's utility customers by phone and through counter duty resolving customer inquiries and/or complaints. This position will be performing advanced level clerical and accounting functions that applies basic principles of accounting in support of accounting systems for assigned areas of function such as accounts receivable, cash receipts, and collections. The Customer Service Representative II is distinguished from the Customer Service Representative I by the performance of more complex work assignments and responsibilities. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. This is not a supervisory job classification.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Processes customer requests, utility payments, address changes, new account applications, and service terminations through the Internet or in person for water, wastewater and sanitation services. Assists customers with determining the services they need or referring them to the correct department. Interacts frequently with the public by phone and through counter duty resolving customer inquiries and/or complaints. Demonstrates considerable tact and persuasion when dealing with customers who may become irate or distraught. Effectively and courteously communicates with the public both verbally and in writing. Works independently, manages more complex or escalated customer service issues. Researches customer accounts for incorrect billing and provides Senior Account Clerk with information to adjust utility billing system. Makes determinations regarding extended payment agreements on accounts less than \$200. May be required to assume some supervisory duties relating to job delegation and decision making in the absence of the Customer Service Supervisor.
2	S	Balances daily cash receipts for monies received and prepares daily recap. Performs general clerical and accounting functions in support of accounting systems for assigned areas of function such as accounts receivable, cash receipts, and collections. Reconcile reports (Click-2-Gov, IVR & Paymode) daily. Verifies transactions for accuracy.

	Physical Strength Code	ESSENTIAL FUNCTIONS
3	S	Performs administrative duties such as updating various reports and records, updating information in HTE, preparing routine correspondence to customers concerning their accounts, and any other administrative duties as assigned. Receives payment from the public for Community Facilities District assessments. Acts as a backup to the Customer Service Advocate by staffing the City Hall lobby front desk as needed.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Minimum of one year experience in a related field.
Certifications and Other Requirements	None
Reading	Work requires the ability to read and comprehend complex written documents such as administrative guidelines, accounting guidelines, and various legal agreements at an advanced level
Math	Work requires the ability to perform general math calculations rapidly and accurately such as addition, subtraction, multiplication, division. Ability to calculate and apply percentages, decimals and fractions is also required.
Writing	Work requires the ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar at an advanced level.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure. An example would be a "II" advising a "I".
Policy / Decision Making	Moderate - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Technical Skills	Limited Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers	Pushing/ Pulling	⊠ N □ R □ O □ F □ C	☐ File drawers ☐ Equipment ☐ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O ⊠ F □ C	☑ Computer keyboard☑ Telephone keypad☑ Calculator☐ Calibrating equipment	Climbing	⊠ N □ R □ O □ F □ C	☐ Stairs ☐ Ladders ☐ Step stools ☐ Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	☑ To other departments/offices☑ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☐ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☑ Supplies☐ Equipment☑ Files	Foot Controls	⊠ N □ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	☑ Supplies☐ Equipment☑ Files	Balancing	⊠ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work☑ Meetings☑ Driving	Bending	□ N □ R □ O □ F □ C	 ☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N □ R ⊠ O □ F □ C	☑ For supplies☑ For files	Crouching	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R ⊠ O □ F □ C	☑ Paperwork☑ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via telephone/radio, to co-workers/public ∐ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R ⊠ O □ F □ C	☒ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	ed)								
Machines, Tools, Equipmen	t and Work	Aids:							
Copy machine, computer, printer, calcu			general	l office ed	quipment.				
7 7 7		, 1 /			1 1				
Computer Equipment and S	Coftwore								
Programs used include MS Office, H.T	.E. Utility Billin	g.							
Environmental Factors:									
Environmental Condition	ons	Never	Seas	sonally	Several T Per Moi		Several Ti Per Wee		Daily
Extreme temperature		. □		П]
(heat, cold, extreme temp. changes fi	rom outside	\boxtimes							
Wetness and/or humidity		×							
(bodily discomfort from moisture)							<u> </u>		
Respiratory hazards (fumes, gases, chemicals, dust and d	irt)	X							
Noise and vibration	,	×							
(sufficient to cause hearing loss)				Ц	Ц		Ш		Ш
Physical hazards (high voltage, dangerous machinery	nggrassiya	\boxtimes							П
prisoners, patients – <u>not customers</u>)	, aggressive			_					
Health and Safaty Condition	20.								
Health and Safety Condition Health and Safety Conditions	N = Never	R = Rarel	v	$\Omega = \Omega c$	casionally	F-	Frequently	C -	Constantly
Treater and Surety Conditions	Never	Less than			more of		n 1/3 to 2/3		or more of
	occurs	hour per we			time	of	the time		the time
Mechanical hazards	×								
Chemical hazards	×								
Electrical hazards	×								
Fire hazards	X								
Explosives	X								
Communicable diseases	X								
Physical danger or abuse	\boxtimes				<u> </u>				
Other (specify)									
Primary Work Location: ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhoo ☐ Outdoors ☐ Other (Specify)	od Centers								
Protective Equipment Requ	ired:								

Job Demands

Overall Strength Demands:

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations			\boxtimes	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			×	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work	X			
Noisy/Distracting Environment	×			
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite

- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
nents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.